TECHNICAL SERVICE BULLETIN

BULLETIN NUMBER: B205/B209 – 008 REISSUE ★ **06/22/2006**

APPLICABLE MODEL:
GESTETNER - DSM725/DSM730
LANIER - LD225/LD230
RICOH - AFICIO 3025/3030
SAVIN - 8025/8030

SUBJECT: DATA OVERWRITE SECURITY UNIT AND SERVICE MANUAL - INSERT

GENERAL:

■ SERVICE MANUAL

The Data Overwrite Security Unit Types C and D have achieved ISO 15408 Certification. To meet ISO 15408 standards, the installation instructions have been changed. Replace the installation instructions in your SM with the following procedure.

IMPORTANT: Review the following information prior to opening the DOSS option.

What is ISO 15408 Certification and Why it is Important?

ISO 15408 Common Criteria Certification is an international standard for Information Technology security. The standard consists of seven ascending Evaluation Assurance Levels (EAL's). Levels 1 to 4 are for commercial products and levels 5 to 7 are reserved for purpose built military/government products. This certification provides a third party independent verification that the IT security claims, made by an equipment manufacture, are accurate. ISO 15408 Certification has become the office equipment industry standard for proof of security compliance. Certification is now a requirement for most RFP's in US Government and Commercial Major Accounts.

Replace the installation procedure for the Data Overwrite Security Unit Type C or D with the procedure in this TSB.

NOTE: *This procedure has been revised to increase the level of data security.*

IMPORTANT:
See the table below for which models use the Type C and the type D Data Overwrite Security Unit.

Product Name	Corresponding MFP Model:
Data Overwrite Security Unit **Type C** (B735-17)	B140 Series
	B132/B200
Data Overwrite Security Unit **Type D** (B735-18)	B188
	B202/B178/B180
	B156/B220
	B205/B209
	B264/B265

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To be ISO 15408 compliant use the following checklist as a preinstall guide. Please review (✓) the detailed pre-installation information provided below before opening and installing the DOSS option.

1. With a customer witness present, confirm the box that contains the DOSS option has not been tamper with.
   Box undamaged: ❑ "Secure" seal intact: ❑

2. Inform the customer that the following User Tool settings have to be made prior to installing the DOSS option.
   Confirm:
   "Machine Management" is **ON:** ❑
   "Administrator Tools" is **enabled**: ❑

3. Inform the customer that the **Administrator login password**, **Administrator login name** and **Supervisor login password** have to be changed prior to installing the DOSS option.
   Admin. Login name changed: ❑
   Admin. Login password changed: ❑
   Supervisor Login password changed: ❑

4. The customer has to see that the "Secure" tape is intact. Open the DOSS option in front of the customer and install the option into the machine.
   Customer confirmed "Secure" tape is intact: ❑
   Customer witness installation of DOSS SD card: ❑

SERVICE MANUAL PAGES:

The Service Manual pages listed below must be replaced with the pages supplied.

The revised areas have been highlighted by an arrow ⇒.

PAGES:

- 1-70 through 73 Updated Information (Data Overwrite Security Unit)

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1.22 DATA OVERWRITE SECURITY UNIT (B735)

BEFORE YOU BEGIN THE PROCEDURE

1. Make sure that the following settings are **not at their factory default values:**
   - Supervisor login password
   - Administrator login name
   - Administrator login password

If any of these settings is at a factory default value, tell the customer these settings must be changed before you do the installation procedure.

⚠ IMPORTANT NOTE

If the Customer forgets the Supervisor login password after changing it from the default setting, a service call is required and the NVRAM must be replaced to reset the Supervisor login and password.

2. Make sure that "Admin. Authentication" – "Machine Management" is **ON.**
   [System Settings] – [Administrator Tools] – [Administrator Authentication Management] - [Machine Management]

If this setting is OFF, tell the customer this setting must be ON before you do the installation procedure.

3. Make sure that under Machine Management "Administrator Tools" is **enabled** (selected).
   [System Settings] – [Administrator Tools] – [Administrator Authentication Management] – [Machine Management] - [Available Settings]

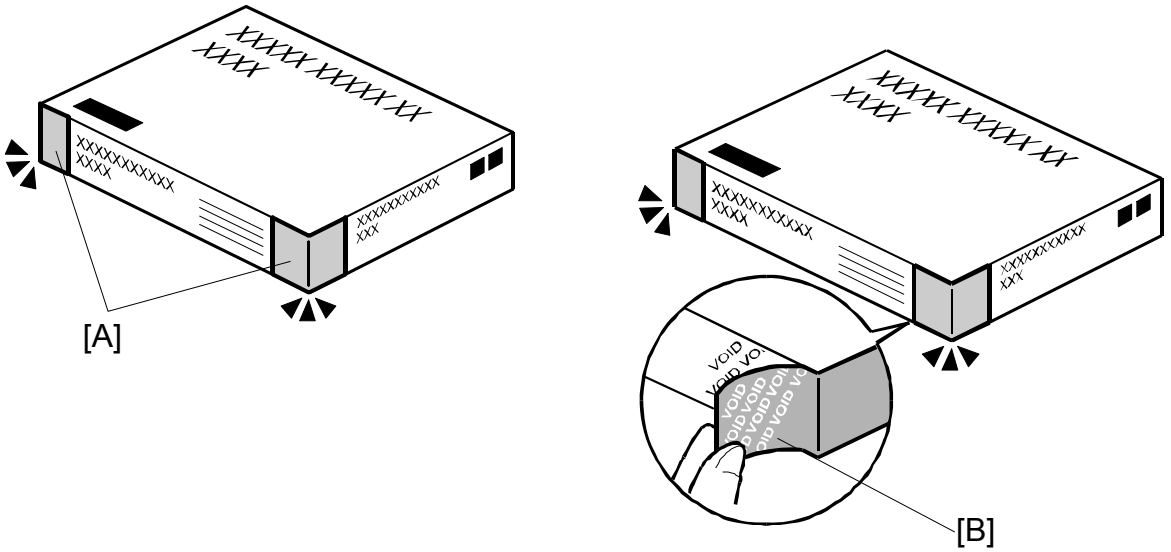
If this setting is disabled (not selected), tell the customer this setting must be enabled (selected) before you do the installation procedure.

ACCESSORY CHECK

The B205/B209 uses a **Type D** Data Overwrite Security Unit. Check the accessories and their quantities against this list:

Description	Q'ty
1. SD Card	1

1.22.1 SEAL CHECK AND REMOVAL



1. Ensure a customer witness is present when opening the DOSS option.
2. Make sure that:
   1) The box has **two pieces of tape** [A] attached to the corners in the photo, **AND**
   2) These two tapes are **blank**.

➢ If you can see "VOID" on the surface of the tape, DO NOT install the components in the box. Stop this procedure and contact the Technical Hotline via the e-Lert form on the TSC Website. Retain the box and its contents. Any tampering of the DOSS option will need to be investigated.

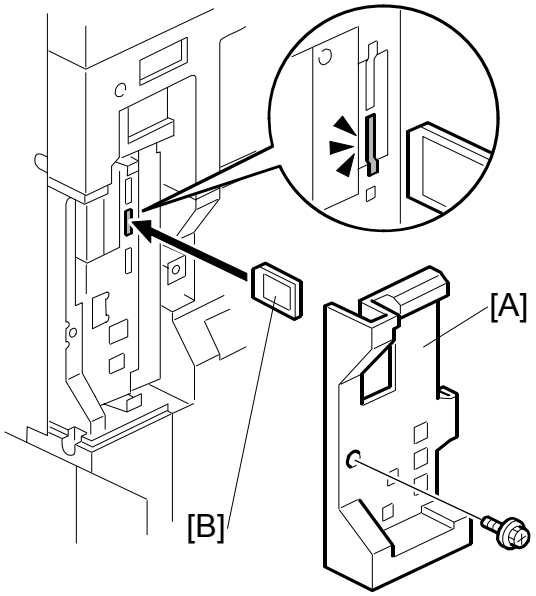
3. If the results of Step 1 are OK, remove the two pieces of tape from the box.
   Note: After you remove the tapes, you will see "VOID" written on the box under the tape [B]. This is normal.
4. The procedures outline in this bulletin needs to be followed if the DOSS option is replaced due to a failure.

CAUTION
Before you begin any procedure, always turn OFF the machine main power switch and unplug the power cord.

⇒1.22.2 INSTALLATION

Important

- The DOS SD card must be inserted in SD card slot **C2**.
- If the PostScript3 option is also installed, you must move the DOS application to the PostScript3 SD card with SP.(☛ Printer/Scanner Manual, Sec. 1.2.2)



1. If the machine is ON, turn the operation switch and the main power switch OFF.
2. If the NIB is installed, disconnect the network cable.
3. Remove the SD card slot cover [A] (☞x1).
4. With the printed side of the SD card [B] facing the rear of the machine, install the DOS SD card in SD card slot **C2**.
5. If the NIB is installed, reconnect the network cable.
6. Turn the main power switch ON.
7. Do SP5878 (Option Setup).
8. Exit SP mode.
9. Turn the operation switch OFF, and then turn the main power switch OFF.
10. Turn the main power switch ON.
11. Do SP5990-005 (SP print mode Diagnostic Report).
12. Make sure the ROM number and firmware version on the diagnostic report are the same as those in the chart below .
    - **[A]:** "ROM Number/Firmware Version" – "HDD Format Option"
    - **[B]:** "Loading Program" – "GW1a_zoffy" (Data Overwrite Security Unit **Type C)**
      "Loading Program" – "GW2a_zoffy" (Data Overwrite Security Unit **Type D)**

Diagnostic Report:	"ROM No. / Firmware Version" **[A]**	"Loading Program" **[B]**
Data Overwrite Security Unit **Type C**	HDD Format Option: B7355050 / 0.04	GW1a_zoffy: B7355050 / 0.04
Data Overwrite Security Unit **Type D**	HDD Format Option: B7355060 / 0.03	GW2a_zoffy: B7355060 / 0.03

Important: The ROM number and firmware version number change when the firmware is upgraded.

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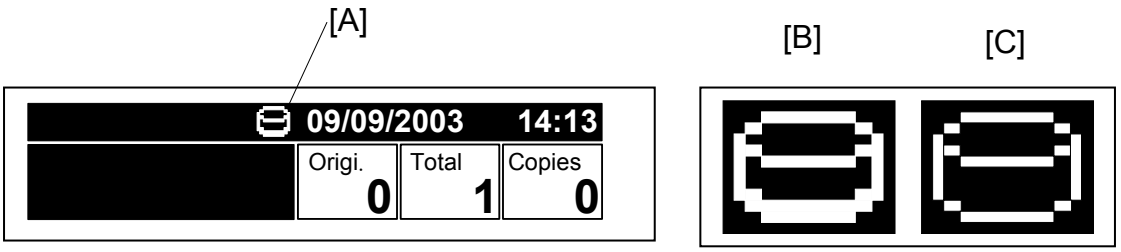
- If the ROM numbers are not the same, or the version numbers are not the same, this means the unit was not installed correctly.

  If this happens:

  - Make sure the MFP model and unit type match (Type C or D).
    The B205/B209 uses a Data Overwrite Security Unit Type D.
  - If they do not match:
    1) Do the installation procedure again, from Step 1.
    2) Replace the "Data Overwrite Security Unit" (SD card) with the correct type. Redo installation procedure.
    3) Replace the NV-RAM. Redo installation procedure.

13. Turn "Auto Erase Memory Setting" ON:
    User Tools >> System Settings >> Administrator Tools >> Auto Erase Memory Setting >> ON
    - If the customer has enabled Administrator Authentication Management - Machine Management they will have to log in to change this User Tool setting.
14. Exit User Tools.
15. Power the machine OFF/ON.



16. Make sure the overwrite erase icon [A] is displayed on the operation panel.
    If it is not displayed, do Step 7 again.
17. Make a sample copy.
18. Make sure the overwrite icon changes as follows:
    - The bottom of the icon (white part) becomes thicker [B].
    - "Next Copy" is displayed for a short time under the icon.
    - The icon returns to its usual shape [C].